



June 27, 2005

VIA EMAIL &
FEDERAL EXPRESS

Ms. Andrea Saia
Hearing Officer
The Commonwealth of Massachusetts
Office of Consumer Affairs and Business Regulation
Department of Telecommunications & Energy

Re: Docket Number: D.T.E. 05-SL-8, Melo v. Acceris Communications Corp.,
BTN: 508-994-6599

Dear Ms. Saia,

Acceris Communications Corp. ("Acceris") is in receipt of your letter dated June 15, 2005 requesting three (3) copies of a written transcript of the third party verification recording associated with the above referenced billing telephone number. In accordance with this request, attached please find the applicable information.

According to our records, Acceris followed standard operating procedures when establishing this account. Acceris obtained the requisite customer information, verified the order for services with a third party verification company (see attached translation), etc. Acceris took immediate steps to investigate this matter upon notification of the slamming allegation. In accordance with Mr. Melo's requests, Acceris has adjusted its records to reflect Mr. Melo is not a customer. There are no charges pending and Mr. Melo did not incur any charges on this account.

Should you have any questions or if you require any additional information feel free to contact me directly at (972) 771-0249.

Sincerely,

Johnnie L. Bocanegra
Counsel

cc: Mary Cottrell, Secretary, Department of Telecommunications
Luis A. Melo (via Federal Express)

Third Party Verification Translation
BTN: 508-994-6599

Question: Please say your name after the beep and press # key
Answer: Luis Melo

Question: To confirm you are over 18 and authorized to make changes to this telephone account, please state your birthday or your mother's maiden name and press #
Answer: December 3rd, 1971
[Please note that Acceris inadvertently indicated Mr. Melo's date of birth as December 13, 1971, as opposed to December 3, 1971, in the original response letter.]

Question: If you would like to have Acceris Partners as your local toll provider please say yes for local tolls or no for local tolls and press #
Answer: No

Question: To confirm your choice of Acceris Partners as your long distance provider, please say yes and press #
Answer: Yes

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